



**Massachusetts Bay  
Transportation Authority**

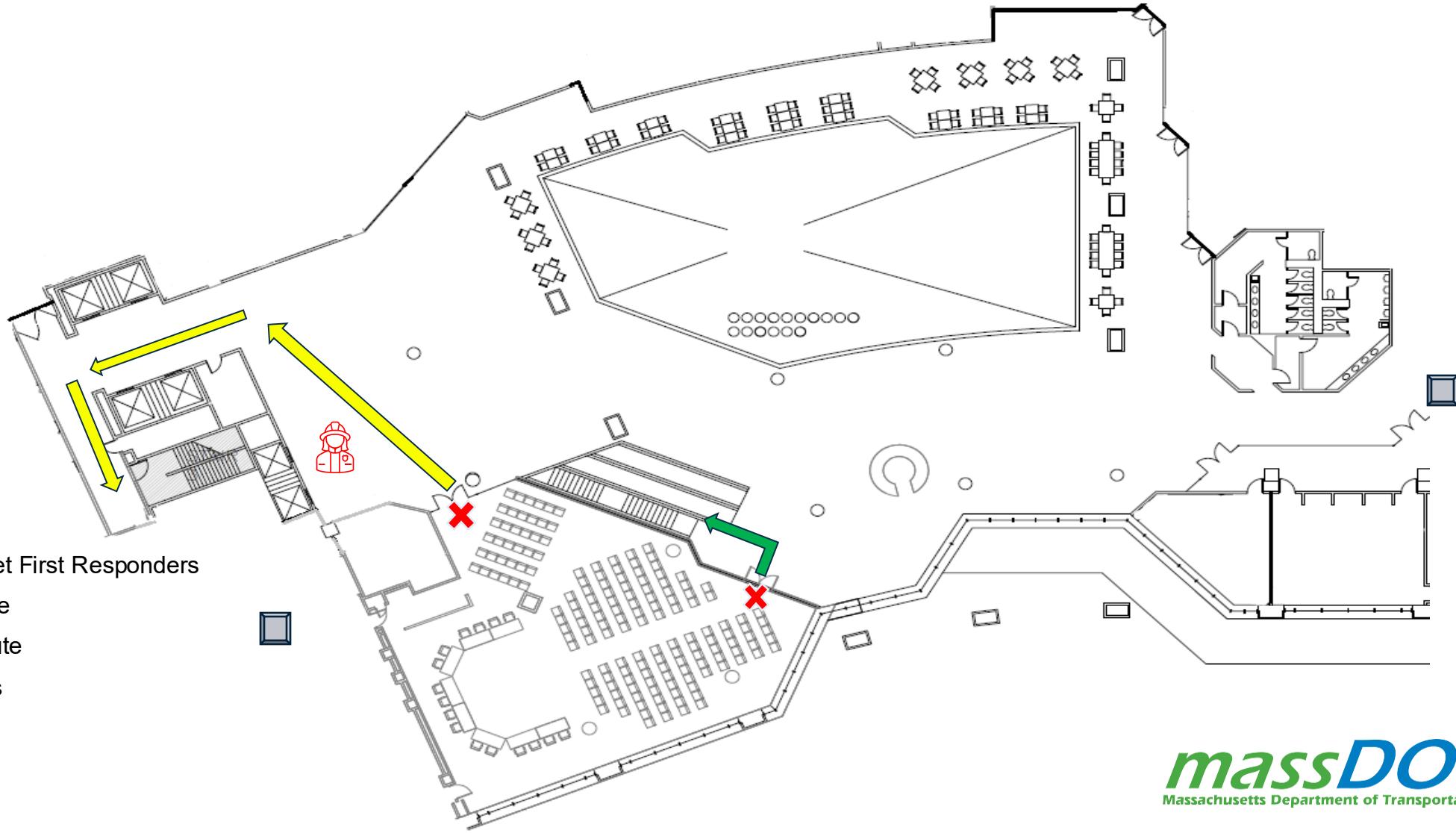
## **Accessibility at the MBTA**

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Update on the MBTA's path towards compliance with the  
Daniels-Finegold v. MBTA settlement agreement.

June 11, 2025

# Safety Contact



# Notification of Recording

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- This public meeting will be recorded. The MBTA may choose to retain and distribute the video, still images, audio, and/or transcript. By continuing attendance with this virtual public meeting, you consent to participate in a recorded event.
- If you are not comfortable being recorded, please turn off your camera, and keep your microphone muted, or you may choose to excuse yourself from the meeting.



# Diversity and Civil Rights

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All MBTA activities, including public meetings, are free of discrimination. The MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, disability, limited English proficiency, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit **[www.mbta.com/titlevi](http://www.mbta.com/titlevi)** to reach the Office of Diversity and Civil Rights.



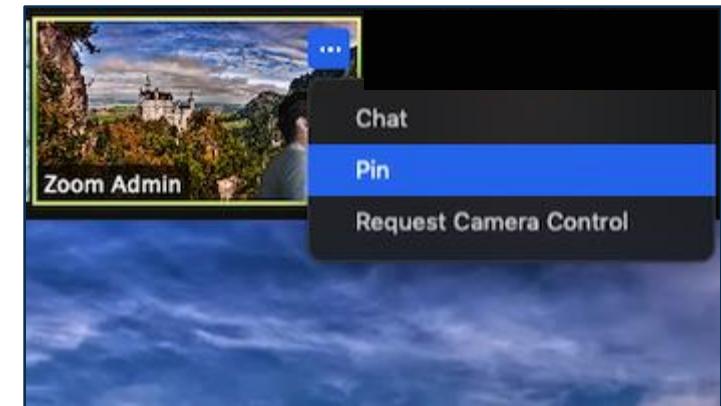
# Zoom Directions: ASL Interpreters

Our ASL interpreters for this meeting are Jac Terrio and Nick Dionne.

The Zoom host will spotlight the interpreters' videos.

In general, to pin someone's video in Zoom:

- Find the person's video in the gallery.
- In the top right corner of the interpreter's video, **click the ellipses**.
- Then, click the "**Pin**" option. This will keep the person's video visible on your screen.



# Zoom Directions: CART Captioning

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**Our CART Captioner for this meeting is Denise Gracia.**

To access: In the meeting controls toolbar, click “**Show Captions** .”

**Tip:** Click-and-drag the captions to move them where you want them in the meeting window.

**To adjust the caption size:**

In the meeting controls toolbar, next to “**Show Captions** 

Click “**Caption settings**.”

Next to **Font Size**, move the slider to adjust the caption size slider .



# Zoom Directions: Language Interpretation

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Our Spanish interpreters for the meeting are Enrica Ardemagni & David Alfonso Perez.

## How to listen to Language Interpretation:

1. In your meeting/webinar controls, click **Interpretation** .
2. Click the language that you would like to hear.
3. (Optional) To hear the interpreted language only, click **Mute Original Audio**.

## Notes:

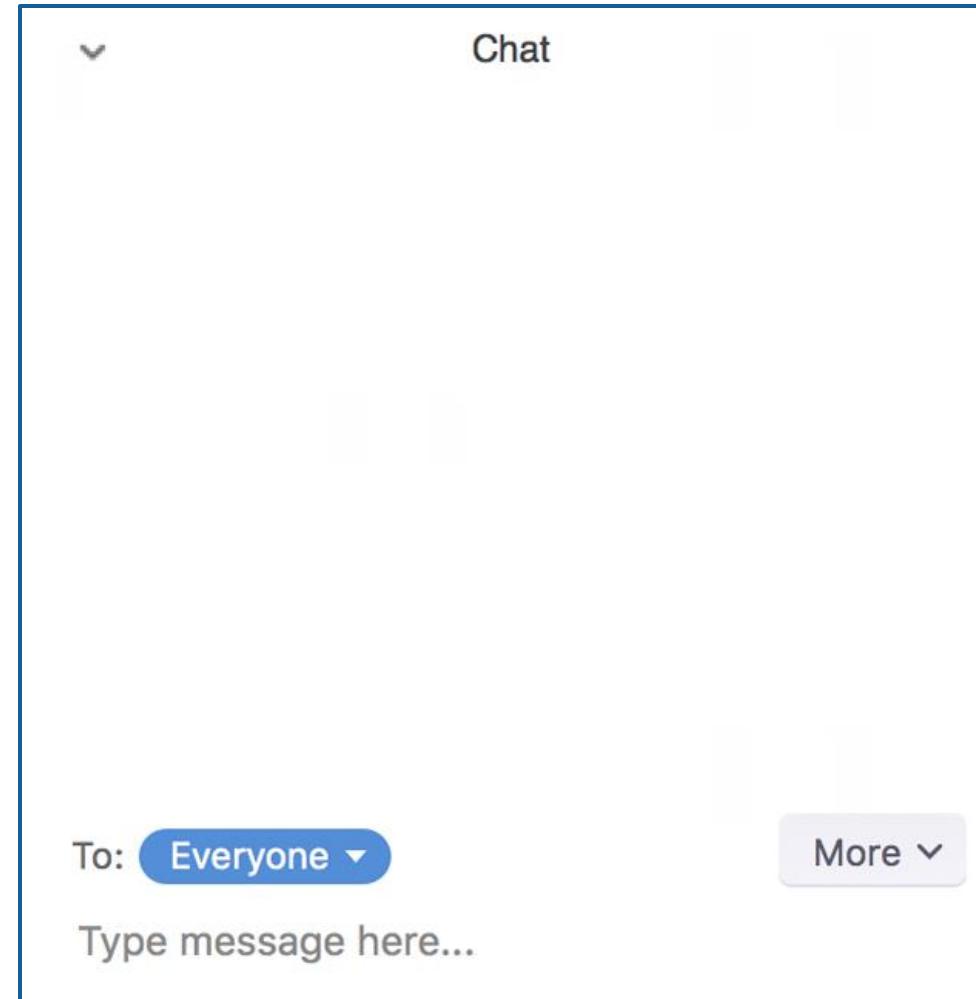
- You must join the meeting audio through your computer audio/VoIP. You cannot listen to language interpretation if you use the dial-in or call me phone audio features.
- As a participant joining a language channel, you can re-join the main audio channel if you unmute your audio and speak.

Ofrecemos interpretación en español durante esta junta. Para escoger el audio en Inglés o en Espanol tendrá que escoger el botón de interpretación, el cual tiene un imagen de un mundo. Despues por favor de escoger el idioma cual le gustaria oir.



# Need some help with Zoom?

- If you have a technical question about Zoom or the features of the meeting, please use the chat function.
- Our technical assistant will attempt to troubleshoot your problem and get back to you.





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## **Accessibility at the MBTA**

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June 11, 2025

# Agenda

1. **Recent and Upcoming Highlights:** MBTA General Manager Phil Eng
2. **Status of Daniels-Finegold v. MBTA Settlement Agreement:** Hon. Patrick King Independent Monitor
3. **Statement from Plaintiffs' Group:** Joanne Daniels-Finegold, First Named Plaintiff
4. **Statements from Greater Boston Legal Services and Boston Center for Independent Living:** Lead Attorney Taramattie Doucette and Executive Director Bill Henning
5. **Riders' Transportation Access Group Updates:** Facilitator & Community Organizer, Kat Torres Radisic
6. **Reflections from Within Operations:** Dave Carney MBTA Chief of Service Delivery
7. **How to Learn More:** Laura Brelsford, AGM, MBTA System-Wide Accessibility
8. **Feedback and Q & A**



# Recent and Upcoming Highlights

Phil Eng  
MBTA General Manager



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# Recent Highlights

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- Track Improvement Plan
  - Making the system more available and reliable for everyone
  - Building trust and pride among employees as well as riders



# Four More Green Line Stations Now Accessible



Beaconsfield Station  
(February 2025)



Waban Station  
(February 2025)

- Chestnut Hill, Elliott, Waban and Beaconsfield on D branch
- Platforms raised to be 8 inches above top of rail
- Two accessible paths of travel to each station



# Commuter Rail Freestanding Mini-High Initiative

## Freestanding mini-high initiative unlocks progress on the Commuter Rail.

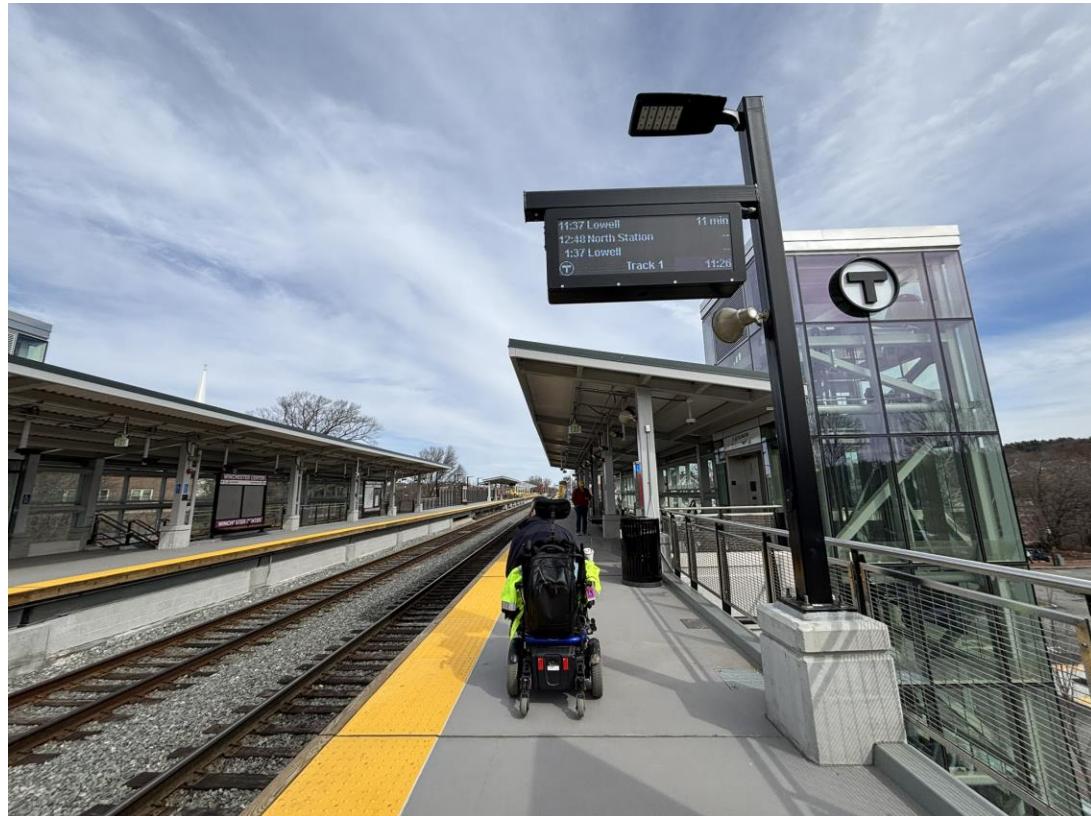
- Innovative freestanding solution allows us to deploy platforms for level boarding relatively quickly and cost-effectively
- Now available at Wellesley Square, West Medford, Franklin and Walpole Commuter Rail stations
- Similar interim upgrades planned for roughly 8 additional stations



Mini-high platform at Franklin Commuter Rail Station (March 2025)



# Commuter Rail Station Upgrades



A track-level view of the updated platform and elevator at Winchester Center. (June 2025)

## Full-scale Commuter Rail station upgrades near completion.

- Winchester Center, Union Station (Worcester), and Natick Center
- Full high-level platforms with a combination of elevators and ramps providing redundant paths of travel to the platforms.



# Operations Control Center Training

- Co-developed by SWA and Operations
- Focused exclusively on accessibility and covers various critical topics such as:
  - Coordinating requests for assistance
  - Key accessibility features in stations
  - Responding to emergencies



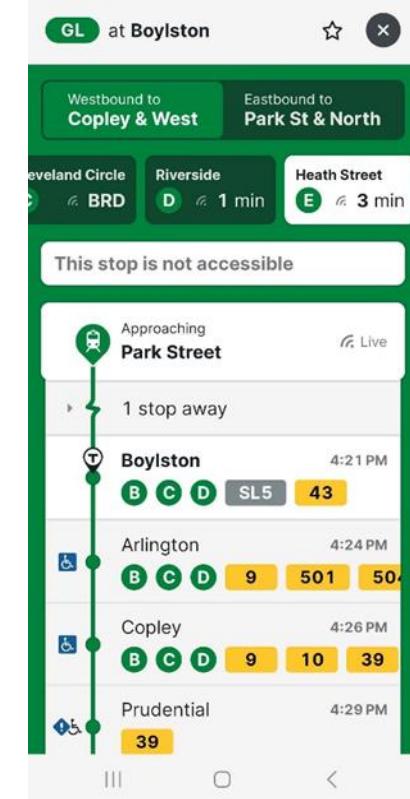
Operations Control Center (July 2023)



# MBTA Go App (iPhone and Android)

## Available accessibility features:

- Current elevator outages, with alternate paths of travel
- Information about ongoing disruptions to service, including shuttle bus boarding locations for planned closures
- Language translation
- Integrates with mobile accessibility features such as:
  - VoiceOver, Switch, and Voice Control on iOS
  - TalkBack, Switch Access, and Voice Access on Android



MBTA Go App  
(March 2025)



# Deployment of New Red Line Cars

- To date, 32 trainsets in service
- Will deliver improvements to stop announcements – reliability and quality



New Red Line Car at Wollaston Station (January 2021)



# Major Projects in the Pipeline

- Symphony Station Rebuild
- Construction of Elevators at Downtown Crossing to provide first ever accessible connection between Red and Orange Lines
- Rollout of Automated Ticketing of Vehicles Illegally parked in bus stops
- Training for Transit Police Department focused on accessibility



Symphony Station Rebuild Rendering (January 2021)



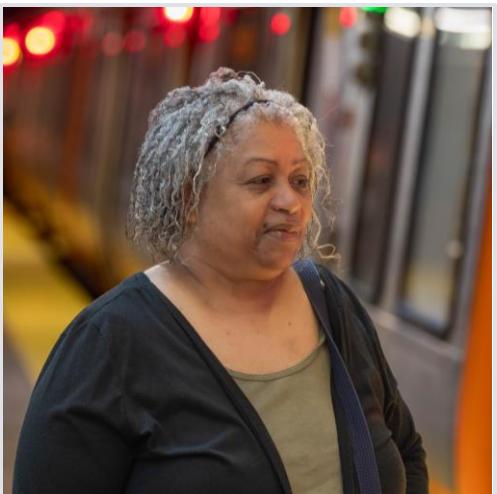
# Navigating Uncertainty



Wellesley Square Mini-High Platform Ribbon Cutting (May 2025)



# Reflecting on the Past & Looking to the Future



MBTA & Plaintiff Group Collaboration



# **Status of Daniels-Finegold v. MBTA Settlement Agreement**

**Hon. Patrick King  
Independent Monitor**



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# Statement from Plaintiffs' Group

Joanne Daniels-Finegold  
First Named Plaintiff



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## 2006 Press Conference



# Settlement Announcement Joan Golden, Plaintiff

On April 4, 2006, named plaintiffs, class members, attorneys from Greater Boston Legal Services and the MBTA gathered together at South Station to announce the groundbreaking settlement.





# BCIL, MBTA, and Plaintiff Collaboration





Joanne Speaking with GM Scott





Plaintiffs Signing the Amended Settlement Agreement (2018)



EXIT



GM Eng Speaking with Plaintiffs





# MBTA SWA Disability Summit



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Fairness Hearing (2006)



# Statements from Greater Boston Legal Services and Boston Center for Independent Living

Taramattie Doucette

Lead Attorney, Greater Boston Legal Services

Bill Henning

Executive Director, Boston Center for Independent Living



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# **Updates from the Riders Transportation Access Group (RTAG)**

**Kat Torres Radisic**  
RTAG Facilitator and Community Organizer



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# RTAG's Mission

- RTAG is a community-based advocacy group that advises the MBTA on transportation matters impacting people with disabilities and older adults, with the complete understanding that all people with disabilities must have every opportunity to be fully participating members of our community.
- RTAG holds monthly public forums where riders can provide input and feedback regarding accessible public transportation.
  - RTAG meets with the MBTA, the Department of System-Wide Accessibility, and The RIDE, the MBTA's paratransit service.



# RTAG's Key Role



- RTAG actively works, including with Daniels-Finegold plaintiffs and community members, to ensure the MBTA is continually advancing toward its goal of becoming a model for accessible public transportation and honoring all commitments under the settlement agreement.
- The role will continue beyond the life of the settlement.
- RTAG's work promotes transparency, ensures equitable and inclusive service delivery, and fosters trust in the MBTA.
- RTAG empowers riders with disabilities, improves decision-making, and helps ensure that public resources are used efficiently and equitably.



# Current Efforts to Strengthen RTAG

## Build Membership and Retention:

- Conduct outreach campaigns, such as tabling and distributing flyers, to attract new members.

## Strengthen Internal Structures:

- Implement processes to create inclusive decision-making structures.
- Ensure consistent communication through newsletters to keep members informed.



# Future Efforts to Strengthen RTAG

## Increase Visibility and Impact:

- Organize public events to raise awareness and promote community engagement.
- Build coalitions by partnering with aligned groups to achieve shared goals and strengthen collective power.

## Clarify Vision and Goals:

- Ensure responsiveness to the community's needs and concerns.





**What would you like to see from  
RTAG in the future?**



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# How Can People Get Involved?

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## By Phone:

Contact Kat, the RTAG Facilitator, at [978-893-8100](tel:978-893-8100).



## By email:

Email [rtagboston@bostoncil.org](mailto:rtagboston@bostoncil.org).



## Online:

Sign up for the [RTAG Newsletter](#).

Visit the MBTA [RTAG website](#) to learn more.



# Reflections from Within Operations

Dave Carney  
Chief of Service Delivery



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# How to Learn More

Laura Brelsford

Assistant General Manager  
System-Wide Accessibility



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# Contact Us



## By Phone:

Customer Support: 617-222-3200

MBTA Mobility Center: 617-337-2727



## In-Person:

Charlie Service Center: [296 Washington St, Boston, MA, 02108](https://www.mbta.com/charlie)

MBTA Mobility Center: [1000 Massachusetts Ave, Ste 201, Boston, MA, 02118](https://www.mbta.com/mobility)



## Online:

Visit our Website: [mbta.com/accessibility](https://www.mbta.com/accessibility)

Complete Initiatives Report: [mbta.com/accessibility-initiatives](https://www.mbta.com/accessibility-initiatives)

Sign up for SWA Newsletters: [mbta.com/SWAsignup](https://www.mbta.com/SWAsignup)

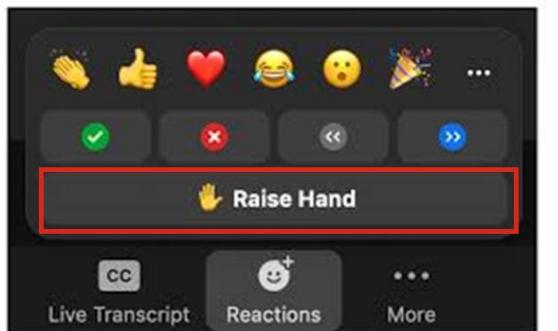
Email MBTA Customer Support: [mbta.com/customer-support](https://www.mbta.com/customer-support)



# Virtual Questions or Comments

## Zoom Questions

In the Zoom controls,  
click **Reactions**, then  
click **Raise Hand**.



## Keyboard Shortcuts

Participants can also  
raise or lower their  
hand with these  
keyboard shortcuts:

**Alt+Y** (Windows)  
**Option+Y** (macOS)

## Phone Shortcuts

Participants calling in  
by phone can use the  
following shortcuts:

**\*9 Raise Hand**  
**\*6 to Unmute**



# In-Person Questions or Comments

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## For in-person attendees:

- Please raise your hand or indicate that you would like to ask a question.
- Please wait for our assistant to hand you the microphone.
- If you are using ASL, please stand if you can. We may ask you to adjust your location so that the online interpreters can have a clear view of you.





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Thank you for  
joining us!

## Upcoming Meetings & Reminders:

- **July RTAG Virtual Meeting**
  - Thursday 7/17/25 5:30-7:30pm
- **ADA 35 Rally and March Wednesday 7/23/25**
  - 12:00pm: Flag Raising on City Hall Plaza
  - 12:30pm: March and Roll from City Hall Plaza along Tremont Street to the Boston Common
  - 1:00pm: Rally at the Embrace Memorial on Boston Common
- **December Accessibility Settlement Update Meeting**
  - Wednesday 12/10